

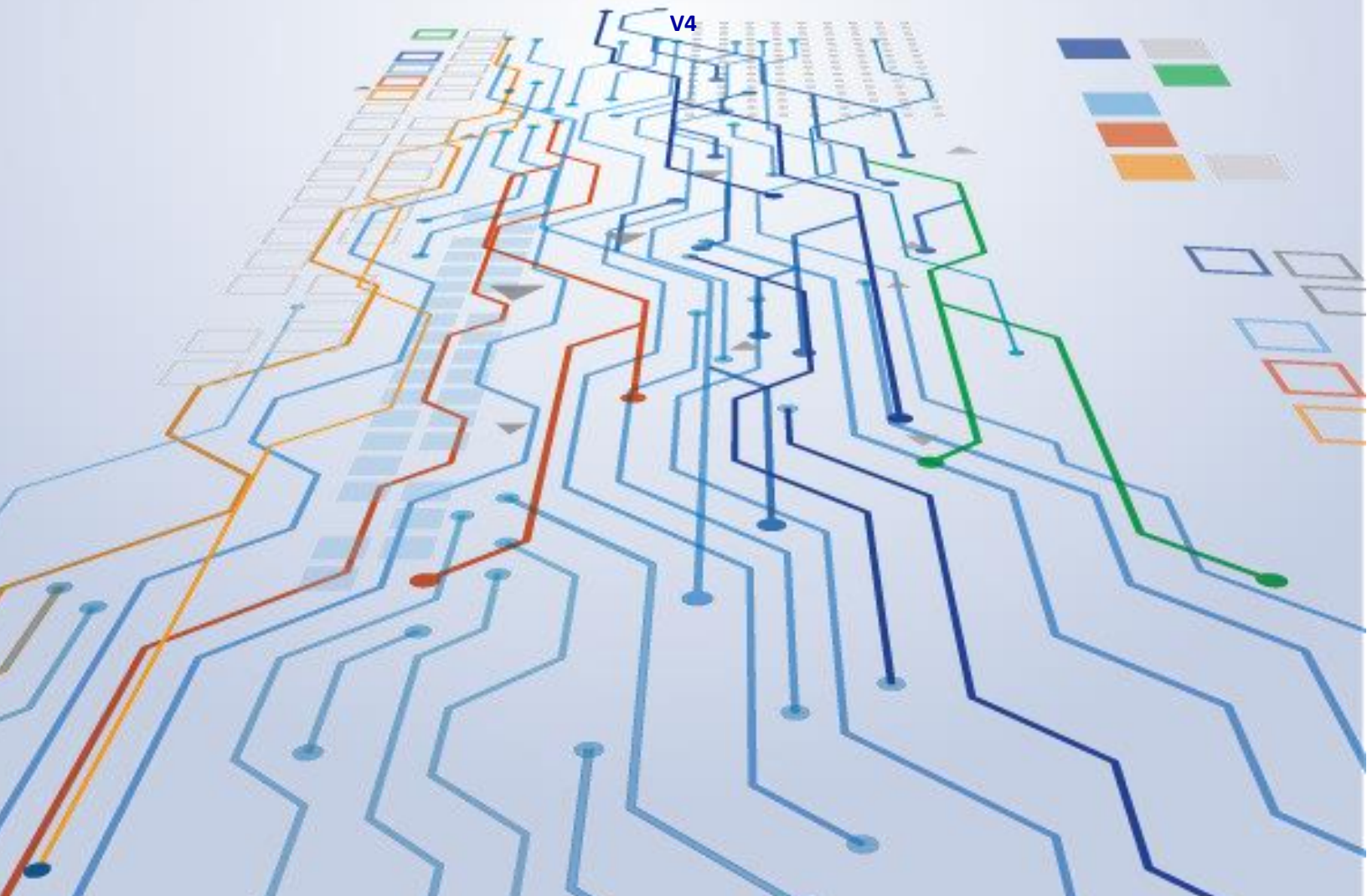
# Carrier Collaboration Portal (CCP)

## Information Pack

*for (COE) Freight Forwarders*

September 2022

V4





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## Overview: Accessing and Navigating the CCP

After activating your UN Azure account, you will see the following screen when browsing to: <https://gwp.umoja.un.org/ccp>.

UNITED NATIONS

### Sign in

test.user@un.org

[Can't access your account?](#)

Next

Enter the email address you have registered for your new UN Azure account.

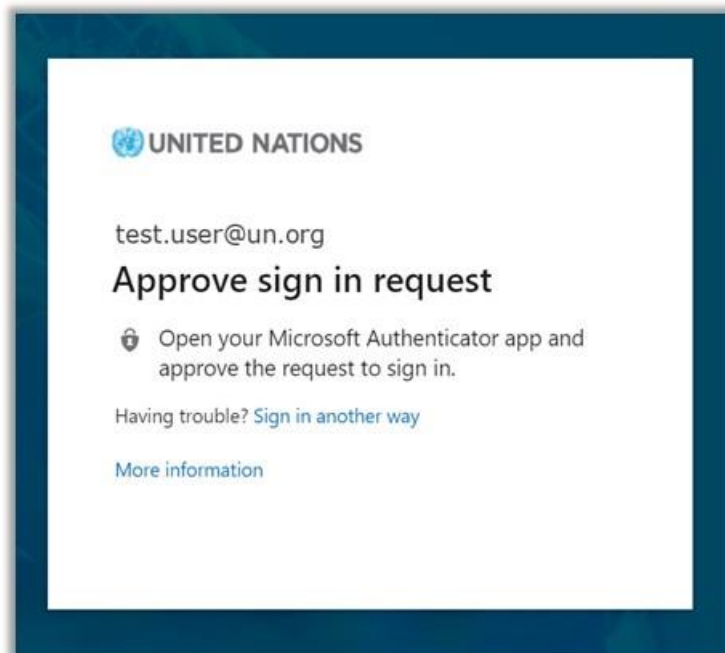
Click “Next”

Enter your Azure password.

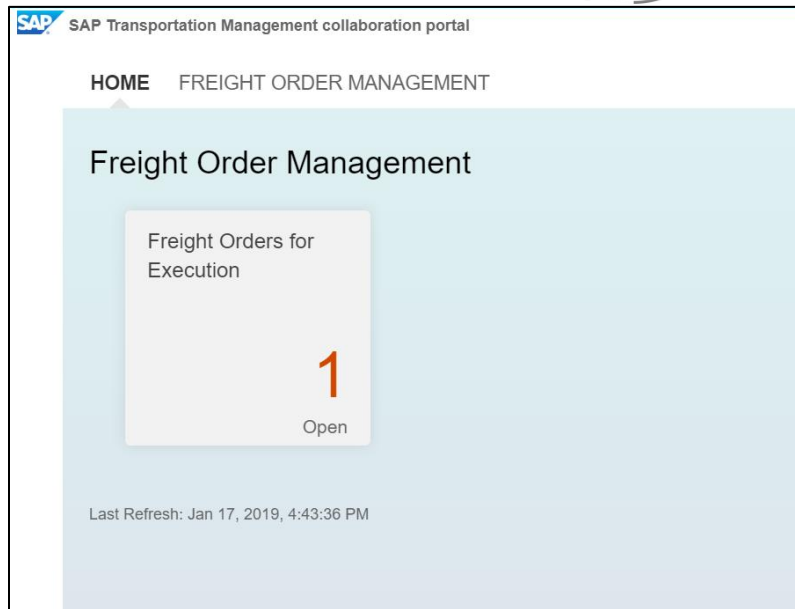


Click on “Sign In”.

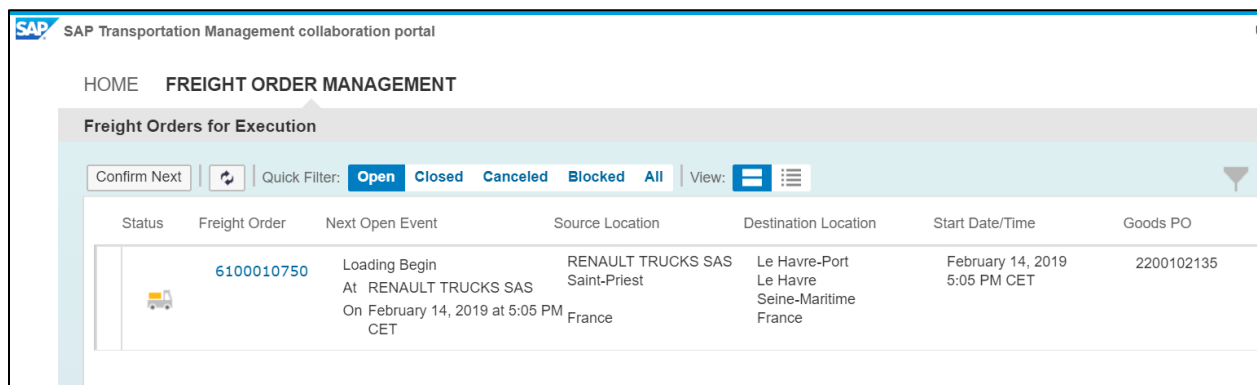
In the next step you will be prompted to authenticate your login via phone call, entering a code received by text message, or by using the Microsoft Authentication app on your smart phone.



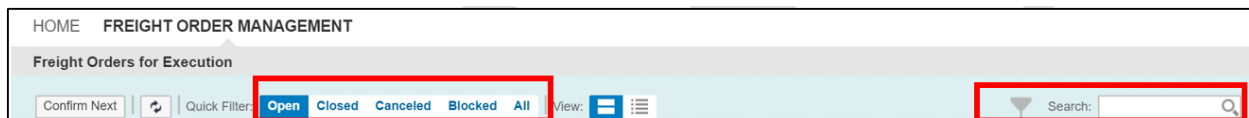
Once you have successfully logged in, you will be directed to the CCP Home Page which will provide you with the number of Open Freight Order assigned to your company. (See example below).



By clicking the FREIGHT ORDER MANAGEMENT tab, you will be provided by a list of Open Freight Orders.



You can view Closed, Cancelled, Blocked or All Freight Orders by clicking on the appropriate tab at the top. You could also search for records by Freight Purchase Order or any other fields listed in table.



By clicking on the actual Freight Order Number, you will be able to see all the details pertaining to the Freight Order and manage the documentation and events associated to it.



SAP Transportation Management collaboration portal

HOME FREIGHT ORDER MANAGEMENT

Freight Orders for Execution

Confirm Next Quick Filter: **Open** Closed Canceled Blocked All View: [List Icon] [Table Icon]

Status	Freight Order	Next Open Event	Source Location	Destination Location	Start Date/Time	Goods PO
	6100010750	Loading Begin At RENAULT TRUCKS SAS On February 14, 2019 at 5:05 PM CET	RENAULT TRUCKS SAS Saint-Priest France	Le Havre-Port Le Havre Seine-Maritime France	February 14, 2019 5:05 PM CET	2200102135

In the detailed view you can see list of planned events due for that freight order at their respective locations.

FREIGHT ORDER DETAILS		Events Cargo																												
<b>Freight Order</b> 6100010750		<b>Location Events</b> 1/2 RENAULT TRUCKS SAS / 99 Route de Lyon / F-69800 Saint-Priest																												
<b>FREIGHT ORDER DETAILS</b> Status: Open Means of Transport: UNOE Truck Dangerous Goods: No Distance: 552.171 KM		<input type="button" value="Add Event"/> <input type="button" value="Update Events"/>																												
<b>BUSINESS PARTNERS</b> Shipper: RENAULT TRUCKS SAS Consignee: UN Interim Force in Lebanon		<table border="1"> <thead> <tr> <th>Status</th> <th>Event</th> <th>Planned Date/Time</th> <th>Reported Date/Time</th> <th>Comment</th> <th>Reason</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>Loading Begin</td> <td>February 14, 2019 5:05 PM CET</td> <td><input type="text"/> [Calendar Icon]</td> <td>Enter your comment</td> <td><input type="text"/></td> </tr> <tr> <td><input type="radio"/></td> <td>Loading End</td> <td>February 14, 2019 5:05 PM CET</td> <td><input type="text"/> [Calendar Icon]</td> <td>Enter your comment</td> <td><input type="text"/></td> </tr> <tr> <td><input type="radio"/></td> <td>Departure</td> <td>February 14, 2019 5:05 PM CET</td> <td><input type="text"/> [Calendar Icon]</td> <td>Enter your comment</td> <td><input type="text"/></td> </tr> </tbody> </table>					Status	Event	Planned Date/Time	Reported Date/Time	Comment	Reason	<input type="radio"/>	Loading Begin	February 14, 2019 5:05 PM CET	<input type="text"/> [Calendar Icon]	Enter your comment	<input type="text"/>	<input type="radio"/>	Loading End	February 14, 2019 5:05 PM CET	<input type="text"/> [Calendar Icon]	Enter your comment	<input type="text"/>	<input type="radio"/>	Departure	February 14, 2019 5:05 PM CET	<input type="text"/> [Calendar Icon]	Enter your comment	<input type="text"/>
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<input type="radio"/>	Departure	February 14, 2019 5:05 PM CET	<input type="text"/> [Calendar Icon]	Enter your comment	<input type="text"/>																									
<b>NOTES</b>		2/2 F- Le Havre <input type="button" value="Add Event"/> <input type="button" value="Update Events"/>																												

You can view and then report the event due, by entering date and time and clicking on UPDATE EVENTS. Make sure the time is entered in the required format. Reported event will turn green as shown below.

Note: For shipments that require several days of loading and/or are carried out with several trucks/vessels/planes, please submit the 'Loading Begin' date and time for the first truck/vessel/plane being loaded and submit 'Loading End' when the last truck/vessel/plane has been loaded.

Similar for 'Departure', please submit date and time when the first truck/vessel/airplane departs and please submit 'Arrival' when the last truck/vessel/airplane arrives at destination of freight order.



**FREIGHT ORDER DETAILS**  
Freight Order 6100010750

Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM

**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon

**NOTES**

**Events** Cargo

**Location Events**  
1/2 RENAULT TRUCKS SAS / 99 Route de Lyon / F-69800 Saint-Priest

Status	Event	Planned Date/Time	Reported Date/Time	Comment	Reason
<input checked="" type="radio"/>	Loading Begin	February 14, 2019 5:05 PM CET	Feb 12, 2019 4:00 PM CET	Enter your comment	<input type="checkbox"/>
<input type="radio"/>	Loading End	February 14, 2019 5:05 PM CET	<input type="text"/> <input type="text"/>	Enter your comment	<input type="checkbox"/>
<input type="radio"/>	Departure	February 14, 2019 5:05 PM CET	<input type="text"/> <input type="text"/>	Enter your comment	<input type="checkbox"/>

2/2 F- Le Havre

You could also report Damage, Delay, Loss etc. which are referred to as Unexpected Events under 'Tour Events', and upload supporting document as shown in the next step. The button to "Confirm" an unexpected event will be enabled once all the information is typed into the respective text boxes.

Note: Example, if for shipments containing several trucks/vessels/planes the shipment arrived only partially on time, please submit a 'Delay' event indicating in the comment box the details such as "x trucks delayed due to... ETA DDMMYYYY".

**FREIGHT ORDER DETAILS**  
Freight Order 6100010750

Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM

**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon

**NOTES**

**Events** Cargo

<input type="radio"/>	Unloading Begin	February 15, 2019 12:00 AM CET	<input type="text"/> <input type="text"/>	Enter your comment	<input type="checkbox"/>
<input type="radio"/>	Unloading End	February 15, 2019 12:00 AM CET	<input type="text"/> <input type="text"/>	Enter your comment	<input type="checkbox"/>

**Tour Events**

**Add Unexpected Event for Freight Order 6100010750**

Event:

Reported:

Comment:

You can also upload attachments like handover documents, proof of delivery etc. which need to be provided to the UN. Select the file in your system and click on **UPLOAD**.



**FREIGHT ORDER DETAILS**

**Freight Order**  
6100010750

**FREIGHT ORDER DETAILS**  
Status: Open  
Means of Transport: UNOE Truck  
Dangerous Goods: No  
Distance: 552.171 KM

**BUSINESS PARTNERS**  
Shipper: RENAULT TRUCKS SAS  
Consignee: UN Interim Force in Lebanon

**NOTES**

**Events** Cargo

Unloading End February 15, 2019 12:00 AM CET

Enter your comment

**Tour Events**

Add Event

Status	Event	Planned Date/Time	Reported Date/Time	Comment	Rec
No data					

**Attachments**

Type	File Name	Last Changed By	Last Changed On	Delete
	Test Document.pdf	TM_RKIM1 TM_RKIM1	January 17, 2019 at 11:...	

Browse... **Upload**

For further information and detailed step by step instructions on how to use the CCP, kindly refer to the CCP Training videos.



## CCP Training Material

All CCP Training Material can be accessed here: <https://umoja.un.org/CCP>

You can also watch training videos directly on the UCS Training Team [YouTube Channel](#).



The material has been developed to provide you with clear instructions on how to navigate the CCP and the actions you will be required to perform within the system.

More information can be obtained in the **Questions and Answers** below.

## CCP Questions and Answers

### 1. What is the CCP?

The Carrier Collaboration Portal (CCP) is a web-based portal developed by the UN to facilitate more efficient communication and interaction with Vendors. The CCP allows for external access of the TM system by Vendors. Once a UN user assigns a freight order, the Vendor will be able to access the CCP and view relevant information, report events, and submit documentation related to the order assigned to them. Together, these processes will allow for quicker exchange of information and documentation and provide better oversight of all movements.

### 2. What actions will need to be performed within the CCP?

There are two (2) types of events that will be reported on within the CCP. They are the Expected Events and Unexpected Events. The standard expected events will be pre-populated in the CCP by the UN for each Freight Order. Unexpected events are to be indicated within the CCP by the Vendors. This will alert the UN in case of any unforeseen changes or incidents that affect the process.

#### The following Expected events are Mandatory:

##### a) MOU to delivery process:

- Handover Document (proof of pickup)
- The following shipment documents must be submitted: Cargo Load List, Packing List, End User Certificate, Dangerous Goods Declaration (if applicable), Survey at Pickup, Marine Loading Survey, Destination Control Statement (DCS), Verified Gross Weight, Bill of Lading (BOL) or Air Way Bill (AWB), CMR, Discharge Survey, Final Delivery Survey, and Proof of Delivery (POD).
- The shipment documents need to be uploaded latest 24 hours after departure. The upload of the documents must be confirmed with the 'Document Sent' event.

##### b) Physical transport:

- Pre-carriage: Departure from origin location and Arrival at main carriage location, Cross Border (if applicable), Clear Customs (if applicable).
- Main-carriage: Departure from main carriage location (origin), Arrival and Departure from intermediary transit points, Arrival at main carriage destination, Cross Border (if applicable), Clear Customs (if applicable).
- On-carriage: Departure from main carriage destination and Arrival at destination, Cross Border (if applicable), Clear Customs (if applicable), Proof of Delivery.

Each time the shipment crosses borders, and customs are cleared it needs to be reported. Since the occurrence could be different for each shipment it is marked as 'if applicable'.



**Optional Events:**

Besides the mandatory events the following events are optional and should be provided if available: Loading Begin, Loading End, Unloading Begin, Unloading End.

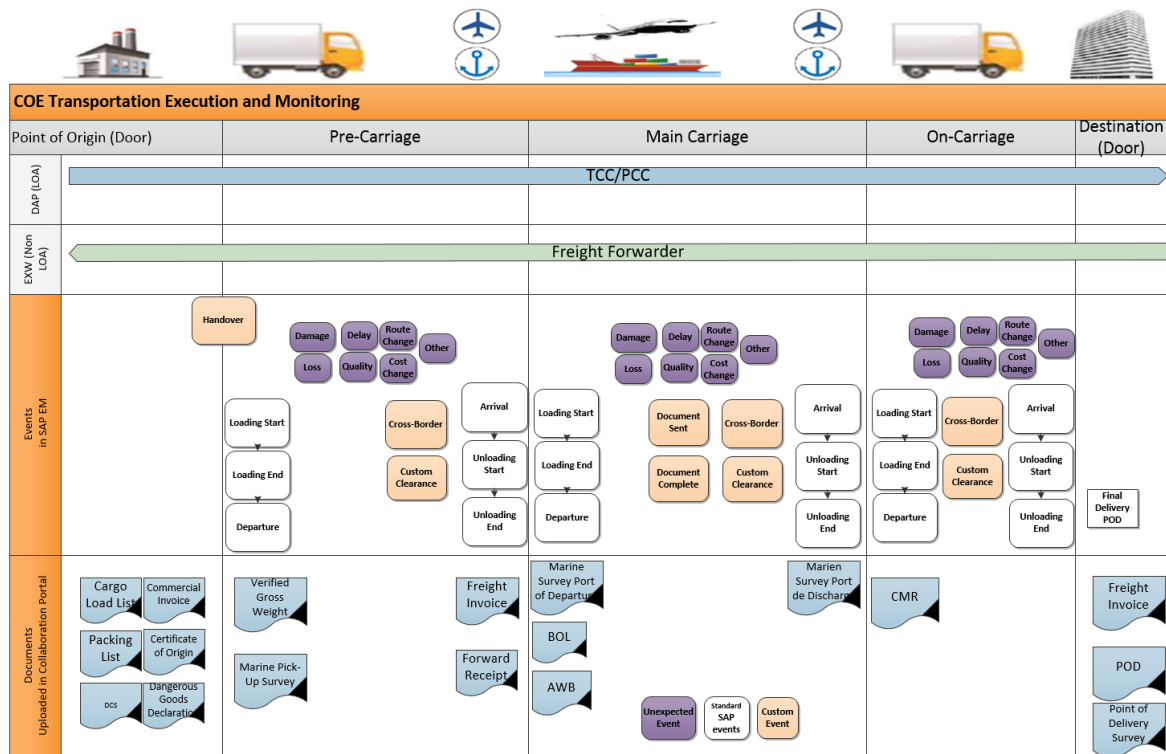
**Unexpected Events:**

In case of the following unexpected circumstances, events must be reported:

Damage or loss of goods, delay, change of route, freight cost change, or quality issues.

Furthermore, any additional important circumstances should be reported as ‘others’ event. Each transshipment must be reported, currently under ‘others’ and in the comment section the vessel/voyage number + transshipment shall be mentioned.

An overview of events/documents and the point when they are expected can be found in the following graphic:



**3. Who will be using the CCP?**

Only Vendors that have been awarded contracts will be granted access to the CCP. Once a contract has been awarded, you will be contacted by a Procurement Division Focal Point and be provided guidance on how to access and use the CCP.



**4. What is the process for obtaining CCP access?**

Once a contract has been awarded to your company, a Procurement Division focal point will contact you to obtain necessary details of focal points/ staff within your company that will be using the CCP. The focal points will then be provisioned with the necessary CCP access and roles and be provided with instructions and training for the use of CCP.

**5. My company submitted all required contact information; however, we have received no instructions and cannot access the CCP. What should we do?**

Kindly contact the United Nations Procurement Division focal point that you were initially contacted by.

**6. I followed instructions provided in the email received from Umoja Support Centre, yet I still cannot access the CCP?**

Kindly ensure the following:

- a. That you are using the correct credentials to access the CCP.
- b. That you have created your Azure password, as instructed by the **Umoja Support Centre** Team when you were sent the info.

**7. What link should I use to access the CCP?**

The Carrier Collaboration Portal (CCP) is accessible through: [Link \(https://gwp.umoja.un.org/ccp\)](https://gwp.umoja.un.org/ccp)

Requires Azure authentication (email address based).

**8. How do I obtain the credentials for accessing the CCP?**

Following the submission of the required contact details by your company to the designated Procurement Division Focal Point, the nominated company focal points will receive an email from the UN.

The instructions in the email will guide you through the process of changing your temporary password as to ensure an added level of security.

**9. A colleague with CCP access credentials has left the company. How do we disable his/her access credentials?**

Kindly contact the UN Procurement Division Focal Point immediately with the details of the individual that will no longer be required to access the CCP.

**10. How many contact points within a company can have access to the CCP?**

A company should have a minimum of 2 focal points with access to the CCP. Depending on the requirements, more focal points can be provisioned with access to the CCP.

Kindly discuss this matter with your Procurement Division focal point.

**11. Where can I access the CCP Training Material?**



CCP Training Material can be accessed via the <https://umoja.un.org/CCP> or the [YouTube Training Channel](#).

**12. Can attachments be uploaded under Freight order details, as I would like to use this feature to keep track of communication such as e-mails?**

Yes. Attachments can be uploaded under *Freight order details*, however, only in the following file format: pdf, doc, docx, xls, xlsx and jpeg. For example, E-mail correspondence could be saved in pdf format and then uploaded.

**13. Can Tour Events be amended once uploaded?**

No, for unexpected (Tour) events, details such as timing and comments cannot be amended. A new event with correct entries, if necessary, could be submitted to ensure the correct information is captured in the system.

**11. In the CCP, each Purchase Order (PO) might have several freight orders, such as: pre-carriage, main-carriage, and on-carriage. Can these be grouped under one line, to appear as sub-lines, to provide better visibility when more POs are generated in the CCP?**

No. The Freight Orders cannot be grouped into one line, but the search function could help to show the ones belonging together, for example by Freight PO or MOU Reference (COE/Troops). Additionally, the “stages” field will show the sequence of the Freight Orders.

## Quick Links

- Carrier Collaboration Portal: [Link](https://gwp.umoja.un.org/ccp) (https://gwp.umoja.un.org/ccp)
- CCP Training Material and other Resources for Vendors: [Link](#)

In the event of any issues encountered during access to systems, please contact [umojasupport@un.org](mailto:umojasupport@un.org) so that they can raise a support ticket on your behalf.